



LUC THE HAGUE

# Pre-departure info

WHAT CAN YOU PREPARE BEFORE YOU  
ARRIVE?



Universiteit  
Leiden

Leiden University College  
The Hague

# LET'S GET READY!

## *pre-departure information*

So, you are almost ready to travel to the Netherlands, and move to The Hague. Some of you come from far away, and corners of the world. Some of you live down the street. Nevertheless, moving to your new home requires as much preparation for everyone.

Many practicalities can only be done once you have arrived, and settled in The Hague. However, there are some things you can already prepare before you arrive.

The mentors have compiled and carefully curated some tips and tricks for your preparation, packing and what to expect!

# WHAT CAN YOU PREPARE?

- What to pack?
- Pimp up your kitchen
- Money matters - open a bank account
- How to get to AvB - public transport
- Make your appointment at the municipality
- Register at a GP
- To be continued later...



# What to bring?

Packing - what and what not to bring can be a challenge! We compiled a general list of things that you may want to bring with you from your home. We distinguish between whether you come by car or by plane, and also give suggestions as to things you may want to buy once you are here.

## COMING BY PLANE?



- Face masks (you need them for public transport)
- A converter to charge your electronics
- A router or ethernet cable – from floor 0 to 4, we have wifi you can access with your Leiden University Student account. On the other floors, there is internet already available, but you do need to have a way of accessing it. That means that you need to bring a router or ethernet cable to install. There is no need to get any additional contract or anything else at all!
- A laptop or tablet if you can
- Some basic kitchen utensils to get you started... ...if you did not order the DUWO kitchen package, there won't be any cutlery nor kitchen utensils when you arrive. Hence, we recommend you bring some very basic things to get you through the first days:
  - A knife, fork and spoon (don't bring a knife on the plane in hand luggage!)
  - A bowl or a plate for your food
  - A small pot to warm up or cook food

## Basic other necessities...



- 2 towels (ones you dry your body with)
- Soap/shampoo/conditioner
- Toothpaste, toothbrush
- A cloth or sponge
- Extension cord
- A travel-size of a cleaning product of your choice, so that you can clean small things in your room when you arrive
- A snack from your home town or country. This may not be available in The Hague yet it may get you through feelings of homesickness (make sure you are allowed to bring it in! - some produce is not allowed).
- Bring some basic (or necessary) medications and drugs, so in case you feel unwell, there is no need in leaving your room.
- Something personal from home that will make your new place feel more like home. This could be a picture of your family, of your dog or of a landscape close to your home and heart. Or something else!

# Clothing



The Netherlands tends to be on the rainier side. We also have 4 seasons here, with the average temperature in July being 19 Degrees Celsius and 2 Degrees Celsius in January. That is almost 20 Degrees of a difference! Hence, it is important to be prepared mentally and in part also packing-wise, though you can always buy clothing here as the seasons change.

To bring now...

- A raincoat (that is also wind resistant)
- An additional light coat (also waterproof is a plus, but as long as you have one raincoat you are fine)
- 2 pairs of jeans or other pants that have similar thickness/warmness (even the summer here can be cold)
- 1 or 2 sweaters or cardigans you can put on, be it in air-conditioning, at night when it gets cold, or during a colder summer day
- Sun screen (the sun can burn no matter how cold or warm it is!)
- A swim suit (the beach is not far away!)
- 1 or 2 sets of PJs
- However many t-shirts, tops, shorts, summer pants, or summer dresses you desire - having around a week of clothing ready to go is advisable
- Put a change of clothes into your hand luggage!!!
  - Sometimes, a suitcase can get delayed and it is the worst feeling not to have something to change into that is your own if it happens
- At least one pair of closed shoes, also for reasons of rain and it being cold at times!

## Clothing



To get later..

- Some additional sweaters or warmer attire to wear inside
- A winter coat
- A pair of boots for rainy and stormy days
- A change of sheets - you will have a duvet and get supplied with a pillow and duvet cover set. If you want to customize, here are the measurements:
  - your mattress is 90x210 cm, and the measurements of the bedding are:
    - Pillowcase 600\*700 mm
    - Duvet 1400\*2000 mm)
- You can refer to the “coming by car” list to look at other items and utensils you may want to get in the first few weeks at LUC, specifically, check out the list a former student compiled for kitchen utensils to buy!

## COMING BY CAR?



In addition to the list above for those who are flying to The Netherlands,, you may have a little more space if moving by car. Some other things you can bring with you include:

- Pillow, sheets, etc. (DUWO quality is not ideal - the size of your mattress is 90x210 cm, and the measurements of the bedding are: Pillowcase 600\*700 mm, Duvet 1400\*2000 mm)
- Hangers (DUWO provides only about 10 per room)
- A cloth or sponge
- A mop (the one in your room is not very good)
- Your top choice of cleaning product. Just for your room, you do not need laundry detergent as that is already in the machines.
- A snack from your home town or country. This may not be available in The Hague yet it may get you through feelings of homesickness.
- Bring some basic medications and drugs, so in case you feel unwell, there is no need in leaving a room.
- Something personal from home that will make your new place feel more like home. This could be a picture of your family, of your dog or of a landscape close to your home and heart. Or something else!

## COMING BY CAR? PIMP UP THAT KITCHEN!



You may have a little more space if you are moving by car. A former student compiled a list of kitchen utensils he recommends to have!

When you arrive, your kitchen is already equipped with a hot plate and a refrigerator. Make sure these work like you'd expect them to. Your common room will come with a freezer, or with a second year trying to get everyone to pitch in for one. What you need to buy yourself (subjective? yes) is the following:

- At least one of either a Wok or frying pan, 24 cm in diameter or up. Anything smaller means things will stew rather than fry. It also makes throwing dinner parties rather difficult.
- At least a single stainless-steel pot. 20 cm diameter or up.
- A wooden spatula and spoon. Composite and silicone are good alternatives. For the love of all things holy, don't get a metal one unless you know what you're doing.
- Two cutting boards of reasonable size.
- That means bigger than you think it is.
- Similarly, more bowls than you think you need (double what you think you need). They're so useful. Bonus points if they come with lids to store leftovers.
- Also get at least 2-4 plates/glasses/cups/knives/forks/ spoons for eating everything you're gonna make.
- The most important bit: A proper chef's knife. Yes. Knives are scary. But please believe me when I say that a big sharp knife is a lot safer than a dull small one. A sharp knife cuts what you want it to. A dull one cuts in whatever it wants to. I strongly recommend getting a Victorinox knife for the best price to quality ratio.

## COMING BY CAR? PIMP UP THAT KITCHEN!



- A smaller paring knife for the quick/detailed smaller stuff
- Also get something to store them in. Don't leave them lying in your drawers. It's dangerous and it will dull them very fast.
- Kitchen towels.
- Now for things that might make your life happier.
- A peeling knife.
- Everything related to baking. I swear it's the easiest way to make friends.
- An oven. (Key)
- A baking tray.
- A mixing bowl.
- Microwaves are nice. But please don't eat hot pockets every day. Your mom doesn't think that's very nice.
- If you're planning to woo or befriend the British, bring a kettle. (Success not guaranteed)
- Cooking (not recipe) books. Personal favorite is The Food Lab by Kenji Lopez-Alt. Alternatives are The Joy of Cooking or America's Test Kitchen's Beginner's Guide. For baking check out Stella Parks's Bravetart. For those who like to experiment, try The Flavor Bible by Andrew Dornenburg and Karen Page.



# Let's talk about money

You will be able to open a Dutch bank account, once you have moved to The Hague.

It is strongly advised to open a Dutch bank account because it will make many aspects of your life a lot easier: getting a phone contract, registering at the gym, being paid if you choose to get a job (some places do not accept foreign bank accounts), paying easily in stores, etc.

Some unexpected difficulties in regards to opening a Dutch bank account you may encounter are: Not being 18 years of age (this is a requirement for many banks). Check if this is a requirement for the bank in which you would like to open an account. It may also be possible to start the process if you are under 18 if you are accompanied by a parent or guardian. Also, it is useful to have a Dutch phone number for opening some accounts.

## BANKS?

In general, banks have different procedures. However, mostly you will need:

- Passport/EU ID Card
- Unconditional admission statement, or statement of student registration – see instructions here
- Proof of your Dutch address (e.g. rental contract, statement from your landlord)
- Proof of your town hall registration, mentioning your BSN (citizen service number) If this document has not yet been issued, ask the bank whether you can submit it after your appointment
- Non-EU/EEA students only: your Dutch residence permit. If your permit is not yet available, request a copy of your official IND residence permit approval letter by sending a mail. *Note that this is not the same as the residence permit approval email you received from the Visa Team.*

## BANKS?



To make an appointment – [click here!](#)



EU students – can [apply online](#)  
All students can apply [via a an app](#) on your phone. Note: A BSN number is needed



You can apply [via a mobile app](#). BSN number may be required.

## ONLINE BANKS

By online bank we mean a bank that does not have physical branch offices that you can visit. All business is conducted online. You can open a student bank account [with bungq online bank](#). No BSN number needed.



## OTHER MONEY TIPS

- If you do not own a **Maestro** Card - BRING CASH!
- Many places (like the Albert Heijn - the closest supermarket) do not take Credit Cards
- The ticket machines at the train station at the airport sometimes take a credit card - be prepared to pay cash if needed.
- For your first week at LUC - before you have a Dutch bank account prepare your money. You may need to buy
  - Food (around €60/week)
  - Train/Tram tickets
  - Going out
    - a coffee costs around €3-4
    - A beer €2-5
    - Soft drink around €3
    - sandwich around €2-5



# Public Transport 101

If you are flying to The Netherlands, you will need to get a train to come to The Hague. The regulations require everyone to wear a face mask in any public transport - have one!

## HOW TO GET TO AVB

From the airport - train is the best way. The train tickets machines often take credit card, but only with a pin. Dutch train ticket machines are big yellow boxes. You can buy a one-off train ticket with them (the language can be changed to English so that you can navigate) or you can get an anonymous "OV card" that you can charge to be able to travel via checking in and out in public transport. Those cost around 7,50 Euros. You will need to top this off every time in order to use it.



Take a train to Den Haag Centraal (CS)

If you are coming from other cities, you may have to change at Den Haag HS. This is another station, but you can reach Den Haag CS easily with trams or other trains

Download the **handy app 9292** - it plans all your travel within The Netherlands.



# Townhall registration - set your appointment

It is advised to make a town hall registration appointment as soon as possible. You will need to be present at the meeting, so set the appointment for a date on which you will be in The Hague.

Registering at the municipality will give you a BSN number (a citizen service number) which is required for communicating with hospitals and benefit agencies, applying for a job, tax waivers, etc.

Once you register with the municipality in the Hague, you will receive your BSN number within approximately 2 weeks.



## FOR DUTCH STUDENTS

Dutch students who were registered with a Dutch municipality in November 2007 already have a BSN number. For those with a Dutch passport, the BSN number can be found in your passport; it is listed as 'persoonsnummer'.

## FOR EU/EER STUDENTS



(incl. Swiss)

If you do not have a Dutch nationality, you will need to register with the municipality The Hague. You will need to bring:

- A legal document to identify yourself, such as an ID or passport (not a driver's license)
- Proof of residence in the Hague, such as your signed housing contract



## FOR NON-EU/EER or Swiss STUDENTS

You will need to bring:

- A legal document such as an ID or passport (not a driver's license) to identify yourself with
- A proof of residence, such as your signed housing contract  
Bring proof of legitimate residence:
  - This could be a valid residence permit, or the residence note from the IND in your passport, or the MVV sticker issued after 1 June 2013 or the decision by the IND / invitation by the IND to pick up the residence permit.

# Steps to make an appointment

## For EU/EEA (swiss) Students



1. Go to [this website](#)
2. Click on "make an appointment"

## For NON-EU/EEA (swiss) Students



1. Go to [this website](#)
2. Click on "make an appointment"

### Make an appointment

**!** Make sure that you are on time for your appointment. If you arrive too late, there may be no time left to serve you.

- Make an online appointment.
- Fill in the correct home address when you make the appointment. This is the address where you will be registered.
- Indicate how many people will be at the appointment.
- All of the people need to appear at the appointment in person.
- If you are eligible for the IND's residency procedure for [highly-skilled migrants and scientific researchers](#), you can make an appointment at The Hague International Centre.

**Make an appointment** >

3. Fill in how many people will be registering with you (it should be only 1)

1. Uw product(en)

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### Uw afspraak

Stap 1 van 4: Uw product(en)

De producten waar u online een afspraak voor kunt maken verschijnen hieronder automatisch. Selecteer één van de producten om online een afspraak te maken.

Eerste vestiging vanuit EU/EER-land

Aantal

[Voeg een extra product toe](#) **Kies locatie, datum en begintijd**

2. Kies locatie, datum en begintijd

3. Uw contactgegevens

4. Controleer uw gegevens en bevestig uw afspraak

5. Bevestigd

# Steps to make an appointment

4. To continue, press "choose location, date and time" the green button "kies locatie, datum en begintijd"

Kies locatie, datum en begintijd

5. Choose a location, date and time for your appointment based on the availability

- The location "Centrum"

You can either choose the option for the next-available slot (which in the example below is Wednesday 15 July at 14:00)...

2. Kies locatie, datum en begintijd

### Uw afspraak

Stap 2 van 4: Kies locatie, datum en begintijd

U maakt een afspraak voor: **Eerste vestiging vanuit EU/EER-land**. Deze afspraak duurt ongeveer 15 minuten

Eerstvolgende mogelijkheid Centrum  
woensdag 15 juli

Begintijd: 14:00 ▾

Kies zelf een locatie, datum en begintijd

Vul contactgegevens in

... Or the other option which allows you to select a location, date and time yourself.

### Uw afspraak

Stap 2 van 4: Kies locatie, datum en begintijd

U maakt een afspraak voor: **Eerste vestiging vanuit EU/EER-land**. Deze afspraak duurt ongeveer 15 minuten

Eerstvolgende mogelijkheid Centrum  
woensdag 15 juli

Begintijd: 14:00 ▾

Kies zelf een locatie, datum en begintijd

**Datum**

Kies een datum

**Begintijd**

Kies eerst locatie en datum ▾

# Steps to make an appointment

To continue, press the green button "vul contactgegevens in"

Vul contactgegevens in

6. Fill in your personal information:

- Voorletter(s) \* = initials
- Voornam = first name
- Tussenvoegsel(s) = infixes
- Achternaam \* = surname
- Geboortedatum \*  
= date of birth
- Telefoon = mobile phone number
- Emailaddress = e-mail
- Gegevens product Eerste vestiging van uit EU/EER-land
  - Paspoortnummer = passport number
  - Telefoonnummer = mobile phone number

3. Uw contactgegevens

### Uw afspraak

Stap 3 van 4: Uw contactgegevens

Alle velden met een \* zijn verplicht.

**Contactgegevens**

Voorletter(s) \*

Voornam

Tussenvoegsel(s)

Achternaam \*

Geboortedatum \*

Telefoon

E-mailadres \*

**Gegevens product Eerste vestiging vanuit EU/EER-land**

Paspoortnummer

Vestigingsadres \*

Telefoonnummer \*

Klanttevredenheidsonderzoek

Volgende

To continue, press the green button "volgende"

Volgende

7. Check your personal information and confirm the appointment

Afspraak bevestigen



# Insurance and health care

All residents in the Netherlands must have sufficient health insurance coverage. The type of policy you need depends on the coverage you require and whether you will work or do a paid internship. There are different options depending on your personal situation (if you are an EU/EEA student, if you will work or do a paid internship, or if your own home insurance will not cover you abroad).

[Please refer to this website for more information on different insurance options](#)

## REGISTER AT A GP

Registering with a General Practitioner ("huisarts" in Dutch) is an important step to complete once you arrive in the Netherlands. If you become ill or have an accident that requires medical attention, you will need to have a GP to be able to receive medical attention. When registering with a GP, check whether your health insurance (if it is not a Dutch plan) is accepted. Most often, any European health insurance will be accepted. For students who already have a GP in the Netherlands, it is advised to register with one within The Hague for convenience and accessibility.

### DE DOC

De Doc is a GP, close by to LUC, which has also been named the official house doctor for students in The Hague. **You can register online.** You do not need to have a BSN number in order to register beforehand. Just fill out "0's" in place of a number - the assistants will put it through



StudentDoc  
Head office:  
Boomsluiterkade 299  
2511 VJ The Hague  
+31 070 382 4777

A close-up photograph of a smartphone screen showing the Facebook logo in white on a blue background. The phone is tilted, and the top status bar shows icons for WhatsApp and messages.

facebook

# Join the groups!

At LUC there are various groups (mainly Facebook) which are handy to join



## LUC Central

important LUC announcements



## LUC Buy & Sell

Marketplace for students. People sell things (including books)



## AVB Housing

Issues regarding apartment such as power shortages, washing machines etc.

## TO BE DONE LATER...

1. **DigiD:** digital ID - is how you identify yourself when you arrange official matters online, such as with the government, educational institutions or healthcare organizations. Applying for a DigiD requires a BSN number so you will only be able to start this process once you have registered at the municipality and gotten your BSN number.
2. **Rent Benefit:** You can only start to apply for rent benefit (if you are 18 or older) once you have received:
  - BSN number (registration municipality)
  - DigiD (you need a BSN number for this)
  - Preferably a Dutch bank account
3. **Dutch Phone contract:** On the following [website](#), you can compare different phone subscriptions (sim-only plans, plans with a sim-card and phone, etc.) The most popular include: Vodafone, T-Mobile, KPN, Ben, Tele2, HollandsNieuwe.
  - You can also always opt for a prepaid card, but if you're looking to use minutes, texts and 4G (data) regularly, you will be better off with a phone plan.
  - **Tip!** Pre-paid card is the way to go the first weeks. You can even get one in the supermarket!



# Universiteit Leiden

Leiden University College  
The Hague